

# OFFICE OF THE HEALTHCARE ADVOCATE

## JOB OPPORTUNITY

### NURSE ADVOCATE

**[\\*PLEASE FOLLOW THE SPECIFIC APPLICATION FILING INSTRUCTIONS AT THE BOTTOM OF THIS PAGE!](#)**

**Open To:** The Public

**Location:** 450 Capitol Avenue, Hartford, CT

**Job Posting No:** 101929

**Hours:** Full-time, 35 hours per week (Monday – Friday – 8:30 – 4:00)

**Salary:** (HC 24) \$59,089 - \$80,010 **(New hires to State service start at the minimum of the salary range)**

**Closing Date:** April 2, 2015

The Office of the Healthcare Advocate is recruiting for a Nurse Advocate position to perform health insurance consumer education, case management; lead case review; review medical records; coordinate internal and external consumer appeals; liaison with health plans, providers, consumers, families, government agencies; lead consumer presentation at appeal hearings; assist in the design of, and participate in, agency quality improvement activities; and, outreach.

**Preferred Experience/Skills:** Some experience in psychiatric nursing, Spanish speaking skills, Ability to be flexible, Strong organizational skills, Excellent written and verbal communication skills, Ability to multitask in a high volume work environment.

**Knowledge, Skills and Ability:** Considerable knowledge of medical terminology and procedures; knowledge of relevant State and Federal laws, statutes and regulations; knowledge of principles and practices of nursing care administration for a variety of specialties with varied settings; knowledge of health insurance and managed care practices; knowledge of state insurance law; some knowledge of the impact of the federal Employee Retirement Income Security Act (ERISA) on state regulation of insurance; considerable interpersonal skills; oral and written communication skills; considerable ability to problem solve; ability to understand and communicate health programs and insurance plans; ability to understand external insurance appeal processes; ability to prepare cases for presentations to insurance providers; ability to utilize computer software.

**General Experience:** Three (3) years of experience as a professional nurse in a position involving medical/surgical or mental health practices

**Special Experience:** Two (2) years of the General Experience must have been as a utilization review nurse or as a nurse in the health insurance or healthcare industry on insurance coverage activities.

**Substitution Allowed:** 1. A Bachelor's degree in nursing may be substituted for one (1) year of the General Experience. 2. A Master's degree in health services administration, nursing or public health may be substituted for one (1) additional year of the General Experience.

**Special Requirements:** 1) Incumbents in this class must possess and maintain a current license as a registered professional nurse in Connecticut. 2) Incumbents in this class may be required to travel. 3) Incumbents in this class may be required to possess and maintain a valid motor vehicle Operator's license.

**Note:** The filling of this position will be in accordance with reemployment, SEBAC, transfer, promotion and merit employment rules, if applicable.

**\*Application Instructions:** Interested and qualified candidates who meet the above requirements should submit a cover letter, a resume, and a fully completed Application for Employment (Form CT-HR-12) which is available at: [http://das.ct.gov/HR/Forms/CT-HR-12\\_Application.pdf](http://das.ct.gov/HR/Forms/CT-HR-12_Application.pdf).) State Employees to submit copies of their last two (2) service ratings.

**Please send completed application package to:**

**Carmen Rivera, Human Resources Assistant  
P.O. Box 816, Hartford, CT 06142-0816**

E-mail address: [CID.HR@CT.GOV](mailto:CID.HR@CT.GOV)

If sending by overnight mail address at 153 Market Street, 7<sup>th</sup> Floor, Hartford, CT 06103, applications must be received by 4:30 p.m.

**INCOMPLETE APPLICATION PACKAGES AND THOSE RECEIVED AFTER THE CLOSING DATE OF 4/6/15 WILL NOT BE CONSIDERED.**

**DUE TO THE LARGE VOLUME OF APPLICATIONS EXPECTED TO BE RECEIVED, WE ARE UNABLE TO CONFIRM RECEIPT OF APPLICATIONS.**

**AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER**

The State of Connecticut is an equal opportunity/affirmative action employer and strongly encourages the applications of women, minorities, and persons with disabilities.